

OFFER FOR IOWANS

IDENTIFYING INFORMATION

Offer Identifier: H_401_34F

Offer Name: Community Choice, Support and Education for Frail Elderly and Disabled Persons, a New Tool for Rebalancing Iowa's Long Term Care System.

This offer is for a **new activity**.

Result(s) Addressed: Improve quality of life (Health Buying Team): Safe and healthy living environment for persons with special needs and vulnerable populations

Participants in the Offer: Iowa Department of Human Services

Person Submitting Offer: Kevin Concannon

Contact Information: Kevin Concannon, 281-5452

Offer Description:

In SFY 2006:

- ☐ Develop a tool to uniformly assess the long term care needs of frail elderly and disabled Iowans.
- ☐ Build a system that will identify the long term care resources available to meet those needs, including home and community based services.
- ☐ Identify and train appropriately skilled professionals to perform the assessment and to identify accessible long term care services. Assessors should not be case managers nor direct care providers.
- ☐ Develop and implement the infrastructure to provide assessors with web-based access to the assessment tool through mobile computing devices. Data from the assessments would be stored in the DHS data warehouse in order to facilitate an analysis of tool efficacy.

Beginning in SFY 2007:

- ☐ Require all persons entering a nursing home, including, but not limited to those requiring skilled care following hospital discharge, to receive an assessment prior to admission.
- ☐ Provide any individual a long-term care assessment upon request. This includes individuals who, at the time, have no intention of ever entering a nursing home and/or do not require the level of care provided by a nursing home.
- ☐ Use the information gathered by assessors and stored in the DHS data warehouse to build a long term care policy decision support tool to help Iowa policymakers ensure we offer a balanced continuum of long-term care services available to Iowans who need it.

Iowa remains overly dependent upon institutional care for its frail elderly and disabled. One of the most significant steps that can be taken to rebalance the system is to insure that all individuals entering a nursing home have a uniform assessment of their required level of long term care, what care options are available, and how best to access them. This may often be the kind of information and planning that individuals are unable or unwilling to deal with effectively at the time for which a crisis (such as discharge from a hospital) triggers the need for help. Likewise, it is the kind of information and planning that could especially useful when it is done as individuals begin to become frail and before they take steps, such as entering a nursing facility, from which it is difficult to turn back.

Mandating a uniform assessment tool for those who enter nursing homes and making the assessment service available on a voluntary basis for others, requires three steps:

Step 1 is the development of a consensus around the kind of tool and the qualifications of the individuals to administer it. It will be appropriate at this time to consider the Medicaid level of care standards and assessment tools. Ideally, the same tool would be used for both Medicaid and non-Medicaid assessments – though not necessarily the same assessors.

Step 2 is the development of the tool and establishment of a system to use it effectively. The latter includes identification of community resources, the procurement of assessment services, and the design and development of computer systems to support the program. In light of work that has

been done in other states, it is likely that there is public domain software available and that it can be readily adapted to Iowa's needs. The assessors will be well trained on the assessment system, so that the frail elderly and disabled can be confident that the test is being administered fairly and accurately.

Step 3 is operations.

DHS recommends that Steps 1 and 2 be completed by the end of SFY 2006 at an estimated cost of about \$2.2 million. While it is possible that some federal or foundation dollars may become available for this project, these have not been identified at this time. Therefore we have assumed that all of the funds required will come from state appropriations.

DHS estimates that, once operations begin, the annual cost per assessment will begin at approximately \$250 and that the State will pay the cost of all assessments. The Department believes that State program savings will exceed assessment system costs within three years and will exceed the on-going operational costs of the program. If the program achieves the kind of outcomes that similar programs have achieved in other states, it should also produce a shift in state spending from nursing facility services to home and community based care services. While Iowa may not realize overall a significant reduction in long term care expenditures, a universal assessment program like the one described here will provide more services to more people in their communities for the same expenditure – i.e., it will help significantly in “rebalancing” Iowa's long term care system.

DHS is not recommending that funds for this project necessarily be appropriated to the Department of Human Services, nor necessarily that the project be managed by the Department. However, the Department would certainly be willing to undertake the project. The Department would recommend that a partnership among several agencies, including DHS, DOH and DEA be involved in the project – but recommends that one agency be given overall responsibility and final authority regarding spending.

Measurement	Target
Better identification of community-based long term care alternatives for individuals requiring continuing care following a hospital discharge.	2.5% reduction in percentage of individuals who are in nursing facilities for more than 100 days following discharge from a hospital.

PRICE AND REVENUE SOURCE

Total Price: \$2,200,000 (SFY 2006)

Expense Description	Amount of Expense	FTEs
Consulting Services (to develop assessment tool and resource database)	\$400,000	–
Development of RFP for assessment services implementation period expenditures (including assessor training).	\$400,000	–
Systems (including adaptation of available public domain assessment software tools and systems.)	\$1,100,000	–
State staff and support for the program	\$200,000	4.0
Total	\$2,200,000	4.0

Offer for lowans - Final - FY 06 Budget

Identifying Information:

Offer Identifier: H_379_J75003 (F)

Offer Name: Improve Quality of Life - Access Iowa

This offer is for a (pick one):

☐ new activity

☒ improved existing activity (describe the improvements in your narratives below)

☐ status quo existing activity

Result(s) Addressed:

- Improve Iowan's health
- Improve community safety for vulnerable Iowans

Participants in the Offer:

- Division of Persons with Disabilities
- Deaf Services Commission of Iowa
- Iowa Homeland Security, Department of Emergency Management
- Iowa Department of Public Health
- Iowa Department for the Blind

Person Submitting Offer:

Jill Fulitano-Avery
Administrator
Department of Human Rights, Division of Persons with Disabilities

Contact Information:

515-242-6334
jill.avery@iowa.gov

Offer Description:

This offer is to provide information and **training to state, county, and local** government on physical and program access for persons with disabilities, in an effort to improve the quality of life for persons with disabilities. Through **collaboration** and **culturally competent practices**, we will promote policies and practices that include persons with disabilities.

Offer Justification:

We will train and monitor state, county, and local governments on emergency protocol and appropriate communication for emergency procedures regarding persons with disabilities. Competence around **emergency preparedness** is

critical and can mean the life or death of an individual with a disability. Traditional emergency efforts do not take into consideration the physical and/or emotional needs of persons with disabilities. We successfully implemented emergency evacuation training via training on the use of an evacuation chair. However, this improved activity will yield a comprehensive approach is needed for all strategies that are related to emergency management.

Through **collaboration** with the Department of Public Health, we will ensure that facilities licensed by the state are accessible for persons with disabilities, in an effort to provide ALL Iowans access to primary care. Many times a small physical barrier at a facility will prevent an individual with a disability from receiving the services he or she deserves.

We will work with other government entities on program and physical access. This will include reviewing the blue prints and providing technical assistance regarding physical access for new or modified state owned or leased buildings. These efforts not only will provide access for persons with disabilities, but also will **reduce costly litigation**.

By providing state appropriation match via a contractual agreement, our partners will be able to **leverage federal funds**.

Governor's Leadership Agenda Linkages:

All Iowans have access to quality health care, including access to mental health and substance abuse treatment services.

Performance Measurement and Target:

- Provide technical assistance regarding all Homeland Security, Emergency Management strategies to include the needs of persons with disabilities.
- Annually provide review of 30 Public Health facilities to determine compliance with the Americans with Disabilities Act.
- Review blueprints for state owned and leased building for compliance with the Americans with Disabilities Act Accessibility Guidelines.
- Adopt a universal accessibility policy for all State agencies and endorsed by the Governor and Lt. Governor.

Scaling:

- Prioritize and reduce the number of emergency management strategies we review
- Prioritize and reduce the number of reviews for leased facilities via Public Health

Price and Revenue Source:

Total Price: \$34,992

Expense Description	Amount of Expense	FTEs
Improve Quality of Life - Access Iowa	\$34,992	.40
Total	\$34,992	.40

Revenue Description	Amount
General Fund State Appropriation	\$17,496
Federal Grant Funds	\$17,496
Total	\$34,992

OFFER FOR IOWANS

IDENTIFYING INFORMATION

Offer Identifier: H_297_016 F

Offer Name: Home & Community Based Services and other Community Supports

This offer is for a:

☐ new activity

☒ improved existing activity (describe the improvements in your narratives below)

☒ status quo existing activity

Result(s) Addressed: **Improve Iowan's Health** – Maintain Current Elderly Supportive Services

Participants in the Offer: Elder Affairs, Area Agencies on Aging, Local Service Providers

Person Submitting Offer: Mark A. Haverland, Director, Iowa Department of Elder Affairs

Contact Information: Clemens Building, 200 10th Street, 3rd Floor; Des Moines, Iowa 50309
Ph: 515-242-3333

OFFER DESCRIPTION

Maintain and/or enhance safe, cost effective home and community based services to allow Iowa's frail 60+ population to live and receive services in the setting of their choice maintaining their quality of life by providing stability and security resulting in improved health outcomes and delaying institutionalization.

OFFER JUSTIFICATION

Working in partnership with the area agencies on aging (AAA's), the Department of Elder Affairs serves as a visible and effective advocate for older persons, as well as planning, coordinating and implementing a wide range of services that allow older Iowans to remain living independently and avoid costly institutional care. IDEA partners with federal, state, local, public and private entities to develop and enhance service systems, community commitment, and consumer involvement in long-term care issues and practices. **Not funding this offer means the likely loss of nearly \$5,000,000 in federal and related funds and the possible disintegration of the foundation of services that support the Senior Living Program home and community based services (which serves over 14,000 low and moderate income older Iowans annually) and the Iowa aging network in general.**

The Department is actively engaged in planning, coordinating, funding and evaluating programs funded under the Older Americans Act. It is not only responsible for administering the resources and programs that are mandated to it by federal and state legislation, but also for proactively pursuing and marshaling alternative financial resources. The Department of Elder Affairs ensures that programs for older Iowans are implemented consistent with federal and state laws, and regulations. DEA is also responsible for obtaining input from, coordinating activities with, and being an advocate for older Iowans with other departments of state government, the Iowa Legislature, the Iowa area agencies on aging, legal assistance entities, colleges and universities, organizations representing older persons, as well as other organizations and individuals.

State funds support Iowa department of Elder Affairs and elderly Iowans in that client care plan objectives be met by funding services in their communities. These funds also leverage very significant Older American Act funds and allow client contributions to be used for additional service by leveraging local resources.

INCREASED usage of home and community based services result in:

- Client Choice
- Improved quality of life and independence
- Improved health care planning
- Care coordination
- Access to care
- Availability of quality health providers
- Integration of providers who serve persons with chronic and on-going health care needs
- Containment of costs to the Medical Assistance Program
- Reductions in cost associated with the overall costs of long term care.
- Avoiding premature or unnecessary institutionalization.

Our network assists frail elderly clients, their families and their caregivers by delaying or avoiding altogether entrance into institutions through the funding and provision of a continua of home and community-based services. The delays in institutional placement of older adults by 18 months [*Area Agency data shows that clients receiving community services delay nursing home placement by 18 to 24 months.*] contains Medicaid expenditures. In fact, nearly 4.8 older adults can be served in the community for every one older adult in an institution. Further the **average annual registered client cost is less than \$500 per year** for the array of services to older Iowans from the Iowa Aging Network.

With ever changing rules, standards and regulations for adult day services and respite services, assisted living programs, and elder group homes, program standardization and monitoring is required. In order to maintain third party reimbursement systems and to respond to provider, consumer and funder concerns, DEA is requesting one FTE to apply these new rules and standards to present and future services and facilities. While the department currently maintains statutory authority for assisted living programs, adult day services programs and elder group homes, it receives zero dollars to carry out this mandate. This has resulted in the department having to shift resources from other departmental priorities.

PERFORMANCE MEASUREMENT AND TARGET

With present funding levels there will be:

- An effort to maintain the ratio of frail Iowans 60+/1000 accessing one or more home and community based services [*Costs are rising*].
- Increase in need for Medicaid dollars to maintain present clientele in institutions and community-based services.

With additional funding the aging network would be able to:

- Respond to rapidly changing service area regarding rules, standards and regulations and assure that policy changes and quality assurances are met for adult day services and respite services, assisted living programs, and elder group homes.

PRICE AND REVENUE SOURCE

Total Price: \$12,130,319

Expense Description	Amount of Expense	FTEs
Current Services	\$12,063,069	6.31
Long Term Care System – rules, standards, policy, quality assurance, etc. (expansion)	67,250	1.00
Total Expense	\$12,130,319	7.31

Revenue Description	Amount
General Fund	\$692,020

Senior Living Trust	6,402,690
Federal Funds	4,394,275
Other	574,084
General Fund or Senior Living Trust (expansion)	67,250
Total Revenue	\$12,130,319

OFFER FOR IOWANS

IDENTIFYING INFORMATION

Offer Identifier: H_297_012 F

Offer Name: Healthy Aging

This offer is for a:

☐ new activity

☒ improved existing activity (describe the improvements in your narratives below)

☒ status quo existing activity

Result(s) Addressed: Improve the Health of Iowans

Participants in the Offer: Department of Elder Affairs, Area Agencies on Aging

Person Submitting Offer: Mark Haverland, Director, Department of Elder Affairs

Contact Information: 200 10th Street, 3rd Floor, Clemens Bldg, Des Moines, Iowa 50309. 515-242-3333

OFFER DESCRIPTION

This builds upon the work that is currently provided on a part time basis (.27 FTE) for nutrition education and program monitoring of the Administration on Aging (AoA) Title III nutrition program and expands it by .73 FTE to address healthy aging in Iowa and improve the health of older Iowans.

The goal is increase the emphasis on healthy aging and integrate nutrition and physical activity into programs serving older Iowans to improve their health, increase quality of life and facilitate independent lifestyles. Studies have shown that individuals aged 60 and older have a desire to prevent disability and loss of independence. The healthy aging goal will be accomplished by strengthening the Department of Elder Affairs' (DEA) capacity to promote healthy aging. Collaboration with CDC, AoA, Department of Public Health (IDPH) will identify innovative evidenced-based, cost-effective healthy aging programs and funding opportunities.

Another essential component to this offering is the support provided to the local Area Agencies on Aging (AAA) for their health promotion services (OAA Titles C1, C2 and D) targeted at "high risk" populations. Health promotion activities will include partnering with other state departments including Iowa Department of Public Health, Iowa Department of Human Services, Iowa Department of Agriculture, AAA and private sector organizations to provide policies, programs, and activities that encourage older Iowans to adopt and maintain active lifestyles and practice healthy behaviors. Area of focus will include working with local providers in congregate meal programs, assisted living, adult day care, Medicaid Elderly Waiver, Food Assistance program, Food Stamp Nutrition Education, Senior Farmers Market Nutrition Program, Iowa Department of Public Health health promotion programs for arthritis, diabetes, obesity and Healthy Iowans 2010. These health promotion activities will build on the collaboration established by IDPH and DEA sharing a nutritionist/community health consultant for the previous three years.

OFFER JUSTIFICATION

With increasing numbers of older Iowans, the benefits of promoting healthy aging are enormous. There needs to be an expansion of health promotion in older adults, prevention of disability, maintenance of capacity in those with frailty and disabilities and enhancement of quality of life. Healthy aging activities targeted to older Iowans will prevent or delay negative outcomes. For example poor nutrition is an important modifiable risk factor for several chronic diseases, including some cancers and cardiovascular diseases (CVD) and obesity. A diet rich in

fruits and vegetables (5 or more servings/day) could prevent at least 20 percent of all cancer incidences and reduce obesity.

Unfortunately according to 2002 BRFSS data, only 33.4 percent of older Iowans are meeting this goal.

Nutrition and physical activity interventions can have a positive impact independent living. Physical activity programs could reduce falls and injuries that result in mobility problems and loss of independence as well as address overweight and obesity in older Iowans. Nutrition programs for older adults are cost effective. National data show savings of \$10 for every \$1 spent, reduction in physician visits and hospitalization when nutrition interventions were provided for older adults.

PERFORMANCE MEASUREMENT AND TARGET

Increase the number of older Iowans who stay healthy as evidenced by

- Increase by five percent the number of Iowans aged 60 and older responding “Very good or Excellent” to BRFSS question, “How is your health, in general?” (FYI 2002=40.9; 2001=33.4)
- Increase fruit and vegetable intake of Iowans aged 60 and older.(BRFSS 2002 33.4%)
- Improve nutrition risk scores of congregate and home delivered meal participants.(Scores improved for 65% of meal participants FYI 2003)

PRICE AND REVENUE SOURCE

Total Price: 9,414,500

Expense Description	Amount of Expense	FTEs
Current Services	\$9,352,906	4.87
Community Health Consultant (expansion)	61,594	1.00
Total Expense	\$9,414,500	5.87
Revenue Description	Amount	
General Fund	\$118,883	
Senior Living Trust	62,659	
Federal Funds	9,128,356	
Other	43,008	
General Fund (expansion)	61,594	
Total Revenue	\$9,414,500	

Clarification for Health Care Buying Team

- Health promotional activities will be initiated at the state level and implemented at the local area.
- A strong collaborative relationship has been established between DEA and IDPH as a result of sharing a nutritionist/community health consultant. The benefit of collaboration will continue when this position becomes full time with DEA.
- Health promotion, including addressing obesity, for older adults has been initiated but needs the expansion of this position in order to have an impact on the needs of older Iowans.

OFFER FOR IOWANS

IDENTIFYING INFORMATION

Offer Identifier: H_297_015 F

Offer Name: Case Management Program for the Frail Elderly (CMPFE)

This offer is for a:

☐ new activity

☒ improved existing activity (describe the improvements in your narratives below)

☒ status quo existing activity

Result(s) Addressed: Improve the Health and Quality of Life of Elderly Iowans

Participants in the Offer: Department of Elder Affairs, Area Agencies on Aging, DHS

Person Submitting Offer: Mark A. Haverland, Director, Department of Elder Affairs

Contact Information: Iowa Department of Elder Affairs, Clemens Bldg., 200 10th St., 3rd Floor, Des Moines, IA 50309-3609, Ph: 515-242-3333

OFFER DESCRIPTION

The Case Management Program for the Frail Elderly (CMPFE) allows consumers to choose home and community based services over nursing facility placement. Many of Iowa's frail elderly can maintain their independence and improve their quality of life by living in their own homes and communities among family and friends. This is possible at relatively low cost with home and community based support services. Health conditions can improve or at least be stabilized by accessing quality services through a case managed system of care. The health, welfare, and safety of individuals accessing the case management program are always of utmost importance.

There are typically around 9,000 active participants in the Case Management program statewide, at any given time. In order to be admitted to the program the consumer must live in Iowa, be 60 years of age or older, and have two or more service needs. Some consumers can afford to pay for services provided in their own homes while others must rely on funding from other sources, including Senior Living Program (SLP), General funds for elderly services, federal Older Americans Act funds or the Medicaid Elderly Waiver program. The CMPFE program serves as a "gateway" to Iowa's Elderly Waiver program. The state Medicaid plan and associated DHS rules require a person to be on the CMPFE program in order to be eligible for the Elderly Waiver. An assigned case manager coordinates ALL needed services for the consumer, including services received under the senior living program and elderly waiver program.

When a consumer is admitted to this program, an individual case manager is assigned to them. There is no cost to the consumer for this service that includes completing the initial assessment and on going case management. With the proposed expansion of the CMPFE program, more than 15,000 of Iowa's frail elderly will be able to receive a professional assessment of their needs annually, at no cost to them. More importantly, an individual case manager will be assigned who has the responsibility of monitoring the consumer's personal plan of care on an

ongoing basis. This individual monitoring will allow consumers to live safe and healthy lives in their own homes and communities and will also help in preventing premature institutionalization.

CMPFE, which has used a standard assessment tool for nearly twenty years, should be the program upon which the Universal Assessment tool is built, at least for the elderly of Iowa.

OFFER JUSTIFICATION

Allowing consumers to live in their own homes and communities while receiving needed services has a direct impact on the quality of life for thousands of Iowa's frail elderly. Support of family and friends in the community are paramount in providing stability and security that can enhance health outcomes and address social needs. Institutionalization can be avoided or delayed when Iowa's frail elderly are given the choice to live safe and healthy lives in their own homes and communities.

This "critically necessary" expansion proposal for the CMPFE program will generate a 200% return on investment. Every dollar that is spent should generate two dollars in federal Medicaid match. This means that an additional \$9,000,000.00 could be obtained for expansion purposes. With these additional dollars, the CMPFE program will be able to offer many of Iowa's frail elderly a quality of life that allows independence and individual choice, which is of utmost importance.

The Department of Elder Affairs and the Area Agencies on Aging (AAA) administer the case management program at the state and local level. The state is not currently able to provide full funding for this program. Following three years of significant state budget reductions, Area agencies on aging are struggling to find a combination of local, state, and federal monies to keep the CMPFE program operational in their area and to continue to reach out to the frail elderly in the community. Because of the limited funding and an increase in referrals to the program, waiting lists have been established in some areas and the entire system, as we currently know it, is at risk of collapse. This puts consumers at risk of institutionalization that typically costs 4 to 6 times more than receiving care in their home. This offer is being made to not only maintain the current system but to expand the CMPFE system by providing monthly reimbursement for case management services, as are available in most states.

At the current level of funding, the AAA's, on average, receive less than \$250.00 annually per consumer for the CMPFE program. With the expansion dollars, the AAA's would receive approximately \$1,685.00 per consumer. This would not only help to maintain the current system, but case management services could be offered to even more elderly Iowans, including those currently on waiting lists.

During fiscal year 2004 over 12,500 elderly Iowans were served under the Case Management Program for the Frail Elderly. There are currently 8,980 active case managed clients. Of these, nearly 70%, or 6,278 persons are eligible to receive needed services under the Department of Human Services Elderly Waiver program. The average cost for a consumer to receive waiver services in their home is approximately \$511.00 a month, which is substantially less than the \$2,440.00 average cost per month for nursing facility care.

PERFORMANCE MEASUREMENT AND TARGET

The participation rate per 1000 of Iowans 65+ who gain access to the Medicaid Elderly Waiver through the CMPFE program compared to 65+ Iowans in nursing homes on Medicaid in skilled and intermediate care facilities.

PRICE AND REVENUE SOURCE

Total Price: \$15,164,902

Expense Description	Amount of Expense	FTEs
Current Services	\$2,204,902	2.35
* Case Management Services as reimbursable under the Medicaid Elderly Waiver – 9,000 Clients (expansion)	12,960,000	
Total Expense	\$15,164,902	2.35
Revenue Description	Amount	
General Fund	\$1,377,528	
Senior Living Trust	765,388	
Federal Funds	51,847	
Other	10,139	
General Fund or Senior Living Trust (expansion)	4,320,000	
Federal Funds (expansion)	8,640,000	
Total Revenue	\$15,164,902	

* Estimate 9,000 clients served @ \$120.00 per client, per month

OFFER FOR IOWANS

IDENTIFYING INFORMATION

Offer Identifier: H_131_1F

Offer Name: Improving Services to Blind Iowans

This offer is for existing activities.

Result(s) Addressed: Ratio of average client wage to average state wage as a percentage; Competitive employment outcomes as a percentage of all employment outcomes; Percent of objectives to increase independence met as a percent of all objectives set; library readership.

Participants in the Offer: Department for the Blind

Person Submitting Offer: Allen C. Harris

Contact Information: Allen C. Harris 281-1334

OFFER DESCRIPTION

The Iowa Department for the Blind is the state agency responsible for providing the services Iowans who are blind need to live independently and work competitively. The services in this offer include:

Vocational Rehabilitation Services

Library for the Blind and Physically Handicapped

Non-visual Access Technology Services

Independent Living Rehabilitation Services

Adult Orientation and Adjustment Center

Business Enterprises Program

Aids and Devices

OFFER JUSTIFICATION

These services are not available to blind Iowans elsewhere. Further, with small populations it is not efficient to operate these services in a community-based setting. The general fund appropriation also leverages federal formula grant allocations that require matching funds at a rate of almost four to one. The concept of informed choice by those we serve is inherent in the administration of the Department's programs. Therefore, this offer is in line with the Health Enterprise Management Team's overarching principle of the preservation of personal dignity and preference and with its goal of improving the quality of life. In fact, everything in this offer contributes to strengthen and support families. This offer also contributes to the provision of safe and healthy living environments of choice for persons with special needs and vulnerable populations. There is considerable expressed opposition among consumers and donors to the use of donated money for the maintenance of the routine costs of state agency operations normally financed by appropriations of tax dollars citizens are required by law to pay. Consumers

and those who donate money to the work of the Department often express their desire for funds they willingly contribute, on the other hand, to be used to meet acute needs of blind persons other grants cannot finance. This offer would substitute an increased general fund appropriation in place of the continued practice of using donated funds for operations.

PERFORMANCE MEASUREMENTS AND TARGETS

Ratio of average VR wage to average state wage as a percentage – 100 %.

Competitive employment outcomes as a percentage of all employment outcomes – 85 %.

Number of Iowans using services – 6,663.

Library circulation – 240,000.

Items produced in alternative media – 1,500.

Number of educational and vocational requests filled by Instructional Materials Center – 2,000.

WHAT WE ARE DOING TO IMPROVE RESULTS

EFORCE-Our new case management system has improved access to important client information by eliminating the need for complex software to be run on local and remote computers; all that is required is the standard browser that comes with the Windows operating system. Because the new system also stores narrative information (e.g., case notes), information about a client is much easier to find; in the past, paper files had to be searched laboriously for specific information. Finally, due to some proactive Web page designs, our case management system is much easier for our blind employees to use; with the press of a single key, it is possible rapidly to jump from one section of the page to another; and all elements of the system are completely accessible using nonvisual access technology.

INFOEYES is a pilot virtual reference and information community for the visually impaired. The purpose of the pilot is to test the OCLC Question Point Enhanced software for providing information services for the visually impaired. The project includes 12 libraries in ten states. The Iowa Library for the Blind and Physically handicapped is happy to be a part of this project. InfoEyes allows users to ask a librarian to help you find information about absolutely anything!

ALL IOWA READS is a new project sponsored by the Iowa Center for the Book. Its goal is to bring people together to read and discuss both the chosen book and the many themes and ideas generated by that discussion. Our library was one of over 100 Iowa organizations participating in this first year's project.

CAREER RESOURCE CENTER will be another tool for use by Field Operations, Orientation and the Library. Vocational rehabilitation clients, orientation

students, and other library users will find career related materials such as resume writing guides, job search strategies, and interviewing techniques in a wide-variety of formats and levels all in one convenient place. In addition, the Center offers Internet access, scanner, CCTV, facsimile, and printer. Internet resources are bookmarked for career related sites. Refreshable Braille display, JAWS, WindowEyes, Duxbury for Windows, Victor ReaderSoft, and the latest Adobe Acrobat are all available. The purpose of the Center is to help students and clients find a career of their choice and help them find successful employment.

PRISON BRAILLE PROGRAM-For years the default method for creating tactile drawings was the collage method. Using string, cut-out paper, sandpaper, even dental floss, participants in Iowa's prison Braille program create maps, diagrams, math figures, and drawings of all sorts to illustrate history, science, math, geography and other textbooks for blind students.

With the aid of a Tactile Image Enhancer and swell paper, Braillists at the Anamosa State Penitentiary are experimenting with a new technique for creating these drawings. Using computer-drawing tools they created images which are then printed onto swell paper. The swell paper is run through the Tactile Image Enhancer and creates a tactile duplicate of the print image. Their first project was a book on the history of architecture, which contained line drawings of everything from the pyramids to modern skyscrapers. The results are precise, clean and very usable. The files can be stored easily on computers and reprinted upon demand. This may prove to be an excellent method for producing drawings for textbooks in the future and reduce the extent to which we rely on out-of-state suppliers of this resource.

WEBBRAILLE- Books transcribed by Iowa's volunteers are now available for download through the WebBraille interface. WebBraille allows registered library patrons to download and read Braille books. You can locate books either through the National Library Service for the Blind and Physically Handicapped (NLS) catalog at www.loc.gov/nls, or directly from the WebBraille site at www.loc.gov/nls/braille. WebBraille books can be read in Braille with a refreshable Braille display, or with synthesized speech using computer software such as Kurzweil or OpenBook. Other Braille-aware devices such as Braille 'n Speak, BrailleNote, BookPort and Book Courier can also read these Braille files aloud. Books, magazines, and Braille music are all available through WebBraille. All NLS Braille books produced since 1990 and all Braille magazines are available as well as a wide variety of Braille music scores. Several regional libraries, including Iowa, are also contributing volunteer-produced books. This will promote literacy, education, and employability of Iowans who rely on our services.

INSTRUCTIONAL MATERIALS CENTER, which serves approximately 500 students and employed persons, has been gradually phasing out paper records

and outdated processes over the past several years. However, a change of staff is anticipated within the next year due to retirements. We plan to review all processes handled by this area, revise procedures to be more streamlined and to more fully utilize electronic resources, and train new staff in the revised processes. The result will be more efficient service delivery and more time for direct customer service in this area.

TRANSITION AND PATHFINDERS-This effort will match young adults ages 16 to 26 with successful, competent, and positive mentors who are blind or severely visually impaired. Through a series of workshops and other informational materials, these mentors and the young people with whom they are matched will learn about self-advocacy, blindness skills, the development of self-confidence, and career exploration. Young people participating in this program will have the opportunity to spend quality time with a mentor who can help deal with questions and concerns, talk about problems encountered because of vision loss and learn effective techniques for going to school, doing a job, or accomplishing everyday tasks. Mentors will also be able to offer advice on career exploration and self-advocacy. We have developed training packets for each of our five workshops that will be held as our program begins, as well as a toolbox of information regarding the workshops for our mentors and participants to have and use. We are recruiting for this program.

BUSINESS ENTERPRISE PROGRAM-We have entered into a contract with Joe Blackstone Consulting. Some of our traditional business opportunities--federal properties, state locations and other local governmental entities--are no longer profitable. We are working with Mr. Blackstone to find and develop new and varied business locations, including some outside Iowa in the national park system and military facilities. Our interstate rest area vending program continues to be stable but we must supplement this with new and different businesses. We are working to reinvent the Randolph-Sheppard Program to meet current challenges and opportunities.

PROJECT ASSIST ONLINE offers online courses to prepare students for the Microsoft Office Specialist certification exams. We have completed a pilot program with students from Iowa. Students use the Internet to do their course work. During the summer we made improvements to the courses and recruited students.

The Project ASSIST Deaf-Blind staff has been finishing their first series of tutorials. These tutorials, which will be ready for release in the near future, use keyboard commands and screen reading software, in conjunction with a refreshable Braille display, to teach deaf-blind computer users how to use Microsoft Windows XP and other popular Microsoft applications. The tutorials

feature step-by-step, specific instructions tailored to each individual combination of screen reader, Braille display and Microsoft application.

The first set of tutorials focuses on Windows XP in conjunction with JAWS for Windows and five different Braille displays. Future plans include tutorials for a word processor, a Web browser, an e-mail program and a computer-based TTY program, as well as tutorials using Window-Eyes as the screen reader. The project staff has done extensive research on the best techniques and strategies to be taught in these tutorials and are anxious to apply the lessons learned to future sets of tutorials.

The Rehabilitation Services Administration (RSA) released the results from the Standards and Indicators for the nation's 80 vocational rehabilitation (VR) agencies on April 16, 2004. RSA's single most important indicator measuring agency performance compares the ratio of average hourly wages of successfully employed individuals who have completed their VR program with the average state hourly wage. The Department for the Blind leads the nation in this category! The average hourly wage of individuals successfully employed through the VR program was \$12.02, compared to the state average wage of \$14.05. This created a ratio of 86 %, best in the nation – again. The Department passed all three primary indicators and continues to be the overall national leader in VR performance indicators. The work we have described above will contribute to maintaining this edge.

DISCONTINUED FUNCTIONS AND COST CONTROL

- This offer does not include funds to sustain Project ASSIST Online or some functions specific to the Department's deaf-blind clientele. Both of these projects are described above. Each of these efforts is now supported entirely by federal grants ending July 31, 2005 and November 30, 2006, respectively, and together account for \$ 450,000 annually. We are searching for alternatives that would allow this work to continue without increased general fund appropriations.
- The Department has closed unprofitable cafeteria operations in Des Moines at the federal building and at 524 4th Street. More similar changes are likely.
- We no longer print the biennial report required by 216B.7, Code of Iowa. This report is now posted to the web.
- This offer will also require a reassessment of the future of the Department's offices in Cedar Rapids and Cedar Falls, including the retention and/or possible relocation of affected employees.
- Cost control:
 - ◆ We cancelled a contract with Libera, saving approximately \$ 50,000.

- ◆ The remodeling of the orientation center was deferred because of bids that were much higher than even our architect anticipated. For 2005 we re-bid the project in hopes of doing the work during the winter for the express purpose of getting it done less expensively. Bids were due October 12.
- ◆ We maintained staff vacancies last fiscal year worth approximately \$ 283,000.
- ◆ We apply for, and receive, E-rate discounts on telephone and internet access costs, amounting to a savings of \$ 69,235 last year. We will do this again in 2005 and in 2006.
- ◆ In prior recent years we negotiated a contract with the independent living centers with an annual value of \$ 170,000 for the purpose of increasing referrals and outreach to underserved populations. Last year the contract amounted to a maximum of \$ 55,014 and required the contractor to meet certain specified performance measures. They did not meet all of the measures and we paid only \$ 34,155 because they met some, but not all, of our expectations. It is unlikely this contract will exist at all this year or in 2006.
- ◆ We have recently renegotiated the lease on the Cedar Rapids district office at a savings.
- ◆ We have cancelled the service agreements on the office copy machines.
- ◆ We have cancelled the service agreements on the Juliet Braille printers.
- ◆ Recently, colleges and universities have shown some tendency to renege on their financial aid packages when they learn we are authorizing costs for the students. We recouped \$ 13,000 last year.
- ◆ In April we renegotiated the agreement for space we rent from Two Rivers for storage of machines on 4th Street at a 50 % savings.
- ◆ We are moving documents, forms, and reports to electronic media vs. paper at a savings conservatively estimated at \$ 21,440 so far. This number will improve.
- ◆ We are attempting to consolidate purchases from vendors so that they are large enough to avoid additional shipping costs.
- ◆ We have eliminated the subsidy pertaining to the operation of the cafeteria in the building, which has been converted to vending.
- ◆ We are currently reviewing vendor payment data to determine opportunities for better pricing.
- ◆ We are looking at the potential savings involved in moving long distance traffic from McLeod to the ICN for our district offices.

PRICE AND REVENUE SOURCE

Total Price: \$ 10,447,734

Expense Description	Amount of Expense	FTEs
Personal services	\$ 6,381,379	109.5
Aid to individuals	2,382,259	
Contractual services	755,041	
All other	933,487	
Total	\$ 10,452,166	109.5

Revenue Description	Amount
State general fund appropriation request	\$ 2,002,840
Federal support	7,866,028
Other revenue	583,298
Total	\$ 10,452,166

OFFER FOR IOWANS

IDENTIFYING INFORMATION

Offer Identifier: I_283_04

Offer Name: Jessie Parker Building Utilization - Replacement of Matching Funds

This offer is for a (pick one):

☐ new activity

☒ improved existing activity (describe the improvements in your narratives below)

☒ status quo existing activity

Result(s) Addressed: Educated, Productive Workforce
Supportive Business Climate
Infrastructure for a New Economy
Local Economic Development
Attractive Communities

Participants in the Offer: Department of Education, Division of Vocational Rehabilitation Services (DVRs), Department of Corrections, Iowa Board of Parole, and Department of Administrative Services.

Person Submitting Offer: Stephen A. Wooderson, Administrator (515) 281-6731 stephen.wooderson@iowa.gov, Mollie Anderson, Chief Executive Officer (515) 281-5360 mollie.anderson@iowa.gov, Gary Maynard, Director (515) 242-5708 gary.Maynard@iowa.gov, Clarence Key, Executive Director (515) 281-5381 CLARENCE.KEY2@ibop.state.ia.us.

Contact Information: Matthew Coulter, Chief Financial Officer, (515) 281-4093 matthew.coulter@iowa.gov

OFFER DESCRIPTION

This joint request allows the State of Iowa to maximize the space available in the Jessie Parker Building on the Capitol Complex and reduce off-complex leased space costs. Relocating agencies to the Jessie Parker Building will save the State of Iowa up to \$774,410 in annual lease costs.

This request replaces state wide indirect cost allocation program (SWICAP) funds that have been used by DVRs to match federal funds for program services. Approximately \$101,164 of SWICAP funds will be lost due to the modified use of the Parker Building space by the participating agencies. With the exception of DVRs, these agencies have been housed in leased space off of the Capitol Complex. For DVRs related programs, the federal government provides \$3.69 in funding for every \$1.00 provided in State funds. A loss of \$101,164 in State funding will cause DVRs to lose \$373,785 in federal funds.

DVRs occupied the entire Parker Building until July 2004 and has used \$186,995 per year from the SWICAP building space allocation for matching purposes. After the other participating agencies occupy approximately 54.1% of the Parker building, the SWICAP match will fall to \$85,831, a loss of \$101,164 to DVRs.

This request replaces the lease space costs for space occupied in the Des Moines Area. This lease is paid by Department of Administrative Services from RIIF funds on behalf of the Department of Corrections (DOC) and the Iowa Board of Parole (IBOP). DOC and IBOP will begin paying custodial and maintenance fees related to the office space in the Jessie Parker building. DOC & IBOP are expected to occupy 20,100 and 10,200 square feet respectively. The annual cost of that will be \$3.51 per square foot for a total annual cost of \$106,353.

OFFER JUSTIFICATION

- a) The \$373,785 of federal funds will provide vocational rehabilitation services to 269 Iowans with disabilities. The \$101,164 of state funds will provide services to 73 Iowans.
- b) Iowans with significant disabilities currently stay on a waiting list for about 3 months. The loss of \$373,785 of federal funds will cause DVRS clients to remain on a waiting list for services for one extra month.
- c) The State of Iowa will save money currently spent on leased office space outside of the Capitol Complex.
- d) Investing in VR services is extremely cost effective. Each dollar invested in VR services helps consumers increase their earnings by \$15.45.
- e) Clients successfully employed after receiving VR services increase their average weekly earnings by \$230.
- f) **HIGH RETURN ON INVESTMENT:** Each \$1.00 of state appropriations invested in VR services earns \$3.69 of federal VR funds.
- g) **HIGH RETURN ON INVESTMENT:** Each \$1.00 devoted to paying fees of on-campus association fees will save \$6.28 of off campus lease costs.

PERFORMANCE MEASUREMENT AND TARGET

The performance measure is the number of persons with disabilities that achieve successful employment. The funding in this offer will help about 191 Iowans with disabilities achieve an employment outcome.

PRICE AND REVENUE SOURCE

Total Price: \$581,302

Expense Description	Amount of Expense	FTEs
Vocational Rehabilitation Services	474,949	
Department of Corrections & Iowa Board of Parole	105,300	
Total	580,249	

Revenue Description	Amount
General Fund Appropriation (includes \$101,164 & \$105,300)	206,464
Federal Matching Funds	373,785
Total	581,302